



# Productivity Enhancement with **RAP**<sub>CTI</sub>



Enhancing Contact Center productivity is critically important to deliver the best possible service to customers and maximize returns on investments. RAP CTI from Acqueon Technologies is a set of ready to use productivity tools that helps Contact Centers make the most of their agent resources and enhance customer service.

RAP CTI has an open, modular architecture that easily integrates with an array of productivity, performance management / measurement and multi-channel tools, based on your business needs. In addition, it allows you to scale up each solution as your organization needs.

## **DELIVERING CTI RIGHT OUT OF THE BOX**

Available as RAP CTI, it is designed for quick installation and deployment that enables Contact Centers to become CTI functional in as little as one business day.

RAP CTI comes with its own set of applications including a built in Admin module that provides supervisors a user friendly easy to learn GUI Interface that greatly facilitates agent profile configuration.



## FROM BASIC CTI FEATURES TO COMPREHENSIVE CAPABILITIES

---

RAP CTI acts as a single point of contact for your customer by enabling information exchange between your customer access channels (PBX, IVR, dialer etc.) and your business applications software. Based on the options you choose, RAP CTI enables you to efficiently manage inbound customer interactions, with tools ranging from screen pops and GUI-based desktops to IVR integration support and intelligent routing.



RAP CTI is the most robust option, providing additional capabilities that include:

- Agent performance self-monitoring.
- Historical reporting

RAP CTI allows a business to identify and serve customers based on their value to the business. This is achieved by distributing contacts within a site and matching interactions with agent skills.

RAP CTI's modular structure allows you to choose the option that you need presently and add more applications at a later date. For instance, you could choose RAP CTI now and later purchase agent performance and monitoring tool as an add-on module.

## OPEN INDUSTRY STANDARDS

---

RAP CTI is based on an open systems platform that enables it to easily integrate with your existing infrastructure. This capability not only enables you to leverage and enhance existing applications, but also

helps you share information across your business network. In addition, the latest version of RAP software has a set of published APIs for integration with IVR, CRM, and third-party applications. It uses simple ActiveX controls and can be easily embedded into any of these applications.

## BENEFITS OF RAP CTI

---

- Fast deployment and implementation of CTI capabilities
- Enhanced agent ability to respond to callers and their needs
- Improved operational efficiency
- Shorter training cycles due to intuitive, easy-to-learn GUIs
- Increased agent productivity
- Improved customer service - and in turn, better customer retention
- Optimized technology and human resources.

## RAP CTI CAPABILITIES

---

- Around 1000 agent positions
- Single site
- IVR Integration
- A CTI-enabled PBX
- Performance Monitoring and Reporting Capabilities

## ROUTING CALLS AND INFORMATION TO AGENTS

---

RAP CTI features a built-in routing engine that allows you to use any programming language to build your own business rules and routing logic. In combination with the agent desktop application, the router ensures that each call is delivered to the right agent along with complete call information. This,

in turn, helps agents provide better service to callers. It works in the following manner.

Based on your business rules, a call is routed to a particular agent. As the agent receives the call, the desktop application presents a screen pop that carries information specific to that call - such as digits captured by the ACD, digits entered by a customer, or the IVR interaction history of the customer. The softphone application at the agent desktop further enhances the efficiency of call handling through its intuitive and easy-to-use design.

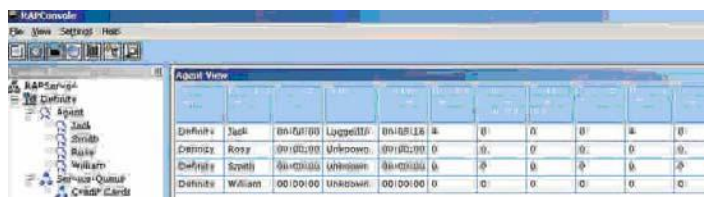
## PERFORMANCE MONITORING AND REPORTING

RAP CTI includes performance monitoring tools for managers and Contact Center supervisors.

### RAP CONSOLE

RAP Console provides real-time graphical and tabular reports on what is happening in the Contact Center. Completely configurable and user-friendly, the application allows you to control what you see based on what is important to your business. In addition, it allows you to set thresholds and color schemes for visual indication of each data element - making it easy to spot trends and deviations at a glance.

*See the sample report below*

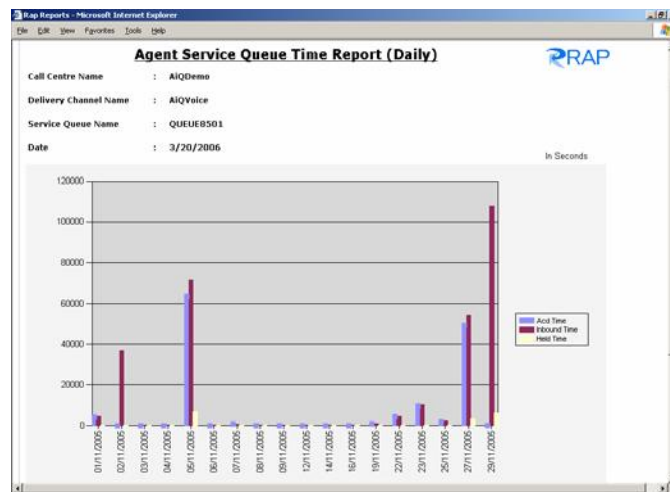


Agent Name	Jack	Rose	Scott	William
Definite	00:00:00	Unknown	00:00:00	0
Definite	00:00:00	Unknown	00:00:00	0

### RAP REPORTS

RAP Reports simplifies the task of generating MIS-saving time and costs while providing a single data source for historic reporting. In addition, RAP reports can also be customized to generate IVR-based reports,

providing accurate reporting for Contact Center managers can help them make timely, informed decisions and improve Contact Center efficiency. RAP Reports are available in both tabular and graphical formats, to meet your needs and preferences for information delivery.



In addition to providing desktop display for agents, Ticker Tape provides supervisors with performance reports and configuration screens for customizing the application.

## REAL-TIME AGENT MONITORING

Ticker Tape delivers real-time Contact Center statistics to the desktop and comes as an add-on with RAP CTI. This tool allows agents to monitor their performance and that of their peer group on a real-time basis, and manage their own productivity goals.

In comparison to traditional LED wallboards, this soft board application can be configured to integrate and display information from a wide range of sources, including your ACD and IVR. This gives users the flexibility to choose what they see on-screen and to customize the application for specific needs.

With Ticker Tape, you can ensure that your staff knows the number of calls in queue, the number of calls forwarded, and the average talk time for each channel, in real time. It can provide scrolling views and visual alerts when thresholds have been reached or exceeded.

In addition, Ticker Tape can also provide supervisors with performance data for all agents in a group, helping them to compare and assess productivity.

- Available in graphical and tabular formats, RAP CTI reports help you monitor Active Contact Center conditions and performance through information such as:
- Agent work states and performance statistics over various time intervals
- Comparison of individual agent and group statistics
- Service queue and ACD data over various time intervals
- Average answer time, service levels, and various interaction measurements

Performance Report for 5701	
	Definity
Total ACD Interactions	0
Total Inbound Interactions	0
Total ACD Time	00:00:00
Total Ring Time	0:00:00
Total Held Time	00:00:00

## ABOUT ACQUEON

Acqueon Technologies Inc specializes in developing products and solutions for the Customer Interaction Management (CIM) industry.

These products and solutions use business logic to deliver a distinctive customer experience by enabling organizations to not just interact with their customers – but relate.

Acqueon products and solutions also offer a compelling Total Cost of Ownership (TCO), which is further enhanced by rapid deployment.

Acqueon products and solutions handle millions of transactions every day at multiple sites and are implemented across various verticals such as Banking, Insurance, Retail, Telecom, Healthcare, and Education among others, in over 17 countries.

Visit: [www.acqueon.com](http://www.acqueon.com) or e-mail us at: [sales@acqueon.com](mailto:sales@acqueon.com)

